

# Percent of Landscape Reviews with Missed Deadlines Develop Louisville



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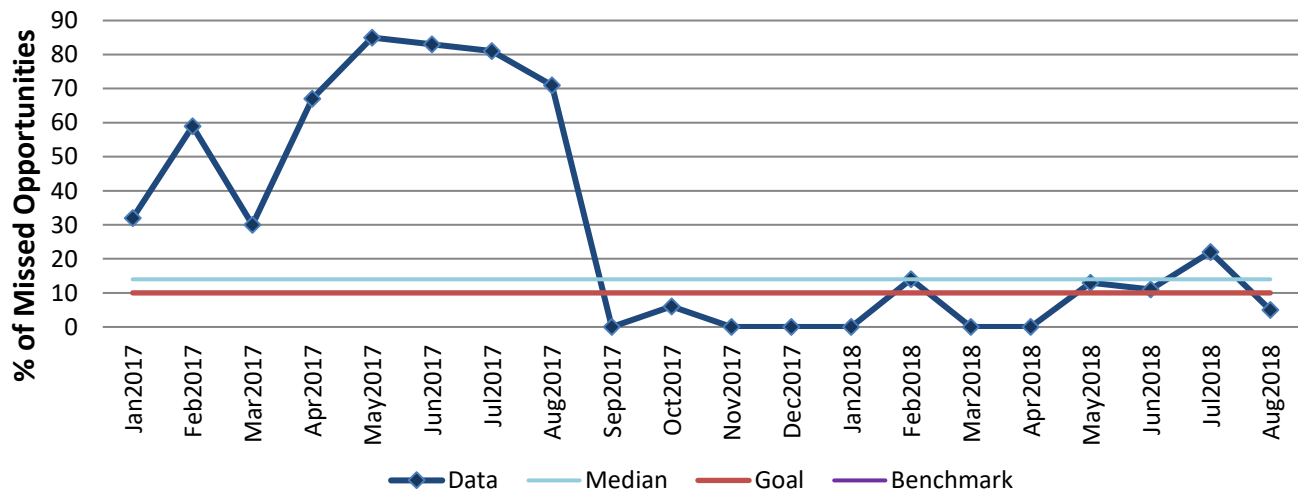
Process: Landscape Review

10/12/2018	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Missed deadlines on less than 10% of review opportunities Benchmark: 10% Error Rate	Data Source: Landscape Timeline Spreadsheet Goal Source: Scope Summary Benchmark Source: Landscape Review	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Percent of Landscape Review opportunities with missed deadlines Why Measure: To monitor staff performance standards for landscape review cases Next Improvement Step: Track and monitor staff performance standards for all Planning case types

### How Are We Doing?

Sep2017-Aug2018 12 Month Average	Sep2017-Aug2018 12 Month Average		Aug2018 Goal	Aug2018 Actual	
<b>10</b>	<b>6</b>	⬇	<b>10</b>	<b>5</b>	⬆
% of Missed Opportunities	% of Missed Opportunities		% of Missed Opportunities	% of Missed Opportunities	

## Percent of Landscape Reviews with Missed Deadlines



Root cause analysis is not necessary because there is no gap between the goal and current performance.